

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
9/27/2024	Updated Disclosure Form Instructions
9/27/2024	Added Rental Op Codes for Days 241-300
5/23/2024	Updated Condition Statement
5/23/2024	Removed references to Toyota Rent-a-Car (TRAC) and replaced with Rent-a-Toyota
5/23/2024	Added Estimated Remedy Phase Launch Timing
04/10/2024	Added Rental Op Codes

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: December 20, 2023

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

SAFETY RECALL 23TA15 *(Interim Notice 23TB15)***Multiple Models and Model Years
Passenger Airbag May Not Deploy**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020-2021 Avalon	Early July 2020 – Late April 2021	9,100	0
2020-2021 Avalon HV	Early July 2020 – Early May 2021	5,800	0
2020-2022 Camry	Early July 2020 – Early November 2023	202,500	0
2020-2022 Camry HV	Early July 2020 – Late September 2021	27,100	0
2020-2021 Corolla	Late May 2020 – early March 2021	92,700	0
2020-2021 Highlander	Late May 2020 – Late September 2021	134,900	0
2020-2021 Highlander HV	Early June 2020 – Late September 2021	58,100	0
2020-2021 RAV4	Early June 2020 – Late May 2021	249,800	0
2020-2021 RAV4 HV	Early June 2020 – Mid-November 2021	76,800	0
2021 Sienna HV	Mid-October 2020 – Late March 2021	35,300	0

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On December 20, 2023 Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on the models described in the table above.

Condition

The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat, that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and certain front passenger airbags may not deploy as designed in certain crashes, increasing the risk of injury.

Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

At this time, Toyota intends to begin a phased implementation of the remedy in late September 2024, but this is subject to change based on parts availability. In order to make the best use of available parts, while mitigating risk to Toyota’s customers, Toyota intends to begin implementing the remedy in the most humid states first, based on the vehicle’s state of registration **at time of phase one launch**. This is because, while OCS sensor failure is rare, it is more likely to occur in more humid areas first.

Phase	Model Years	Model	Involved States	Estimated Remedy Availability timing
1	All Involved Model Years	All Involved Models	U.S. Terr., AK, FL, LA, MS, HI, IA, MI, IN, ME, VT, AL, WI, OH, RI, WA, Rental Agencies, Rent-a-Toyota Vehicles	September 2024
2	All Involved Model Years	All Involved Models	GA, MA, AR, DE	December 2024
3	All Involved Model Years	All Involved Models	IL, ND	February 2025
4	All Involved Model Years	All Involved Models	NY, NC, MN, NH, KY	March 2025
5	All Involved Model Years	All Involved Models	WV, PA	April 2025
6	All Involved Model Years	All Involved Models	TN, CT, MO	May 2025
7	All Involved Model Years	All Involved Models	SC, MD, D.C., VA, OR, NJ, SD, NE, KS	July 2025
8	All Involved Model Years	All Involved Models	TX, OK, ID	September 2025
9	All Involved Model Years	All Involved Models	CA, MT, WY, CO, UT, NM, AZ, NV	March 2026

Covered Vehicles

There are approximately 892,000 vehicles covered by this Safety Recall. Approximately 2,100 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by mid-February 2024.

Toyota makes significant effort to obtain current customer name and address information from each state

through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to visit <https://toyota-recall-disclosure.imagespm.info/> and complete a Customer Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealership.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Rent-a-Toyota & Service Loaners

Toyota requests that dealers remove all Rent-a-Toyota and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied. These vehicles will be included in Phase 1.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Brand Engagement Center (1-888-270-9371) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If the Vehicle owner is uncomfortable driving their vehicle while we prepare the remedy, a loaner vehicle or alternative transportation through Rent-a-Toyota can be claimed for \$42 per day.

Op Code	Description
23TB15V1	Vehicle Rental 1-30 Days
23TB15V2	Vehicle Rental 31-60 Days
23TB15V3	Vehicle Rental 61-90 Days
23TB15V4	Vehicle Rental 91-120 Days
23TB15V5	Vehicle Rental 121-150 Days
23TB15V6	Vehicle Rental 151-180 Days
23TB15V7	Vehicle Rental 181-210 Days
23TB15V8	Vehicle Rental 211-240 Days
23TB15V9	Vehicle Rental 241-270 Days
23TB15V10	Vehicle Rental 271-300 Days

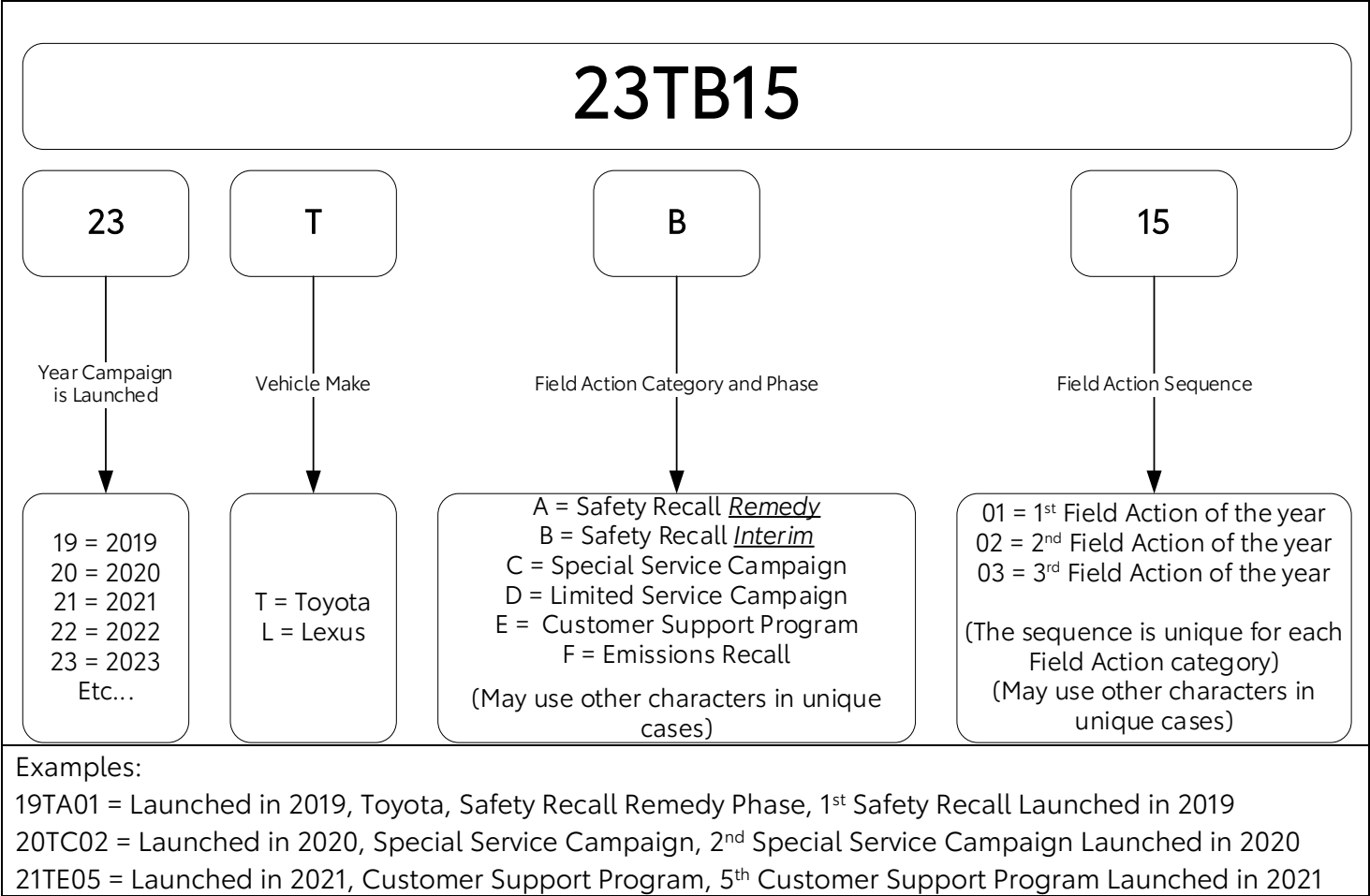
NOTE:

- Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY RECALL 23TA15 *(Interim Notice 23TB15)*

Multiple Models and Model Years

Passenger Airbag May Not Deploy

[Frequently Asked Questions](#)

Original Publication Date: December 20, 2023

◀ IMPORTANT UPDATE ▶

The attached FAQ has been updated. Refer to the details below.

DATE	TOPIC
5/23/2024	Added Estimated Remedy Phase Launch Timing

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Q1: *What is the condition?*

A1: The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat, that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and **certain front passenger airbags** may not deploy as designed in certain crashes, increasing the risk of injury.

Q2: *Are there any warnings that this condition exists?*

A2: Yes, the SRS warning light and the "Passenger Airbag OFF" light will be illuminated, and a multi-information display message will be displayed.

Q2a: *What should I do if my vehicle exhibits this condition before a remedy is made available?*

A2a: If your vehicle's SRS light is illuminated, have your vehicle inspected and repaired by an authorized Toyota dealer. The SRS warning light may illuminate reasons other than the condition described above.

Q3: *What is Toyota going to do?*

A3: Toyota is currently preparing the remedy for this issue, When the remedy is available, Toyota will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

Q4: When will the remedy become available?

A4: At this time, Toyota intends to begin a phased implementation of the remedy in late September 2024, but this is subject to change based on parts availability. In order to make the best use of available parts, while mitigating risk to Toyota’s customers, Toyota intends to begin implementing the remedy in the most humid states first, based on the vehicle’s state of registration **at time of phase one launch**.

Phase	Model Years	Model	Involved States	Estimated Remedy Availability timing
1	All Involved Model Years	All Involved Models	U.S. Terr., AK, FL, LA, MS, HI, IA, MI, IN, ME, VT, AL, WI, OH, RI, WA, Rental Agencies, Rent-a-Toyota Vehicles	September 2024
2	All Involved Model Years	All Involved Models	GA, MA, AR, DE	December 2024
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4	All Involved Model Years	All Involved Models	NY, NC, MN, NH, KY	March 2025
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6	All Involved Model Years	All Involved Models	TN, CT, MO	May 2025
7	All Involved Model Years	All Involved Models	SC, MD, D.C., VA, OR, NJ, SD, NE, KS	July 2025
8	All Involved Model Years	All Involved Models	TX, OK, ID	September 2025
9	All Involved Model Years	All Involved Models	CA, MT, WY, CO, UT, NM, AZ, NV	March 2026

Q4a: How did Toyota decide which states should go first in the phase launch schedule?

A4a: Based on available data, Toyota has determined there is a correlation between higher OCS sensor failure rates and higher humidity areas. The best way to minimize the number of customers who may experience an actual OCS sensor failure is to prioritize vehicles with the highest likelihood of failing by making the remedy available to vehicles in states with the highest average annual humidity first.

Q4b: *What if I move to a different state before the remedy becomes available for my vehicle?*

A4b: Your vehicle's phase will be determined prior to Phase 1 launch, based on the state of the vehicle's registration. Once a vehicle is assigned a phase, that phase will not be changed due to vehicle movement between states.

Q5: *Which and how many vehicles are covered by this Safety Recall?*

A5: There are approximately 892,000 vehicles covered by this Safety Recall.

Model Years	Model	Production Period	Approximate Total Vehicles
2020-2021	Avalon	Early July 2020 – Late April 2021	9,100
2020-2021	Avalon HV	Early July 2020 – Early May 2021	5,800
2020-2022	Camry	Early July 2020 – Early November 2023	202,500
2020-2022	Camry HV	Early July 2020 – Late September 2021	27,100
2020-2021	Corolla	Late May 2020 – early March 2021	92,700
2020-2021	Highlander	Late May 2020 – Late September 2021	134,900
2020-2021	Highlander HV	Early June 2020 – Late September 2021	58,100
2020-2021	RAV4	Early June 2020 – Late May 2021	249,800
2020-2021	RAV4 HV	Early June 2020 – Mid November 2021	76,800
2021	Sienna HV	Mid October 2020 – Late March 2021	35,300

Q5a: *Are there any other Toyota/Lexus vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, there are certain Lexus 2021 ES250, 2020-2022 ES300H, 2020-2021 ES350, 2020-2021 RX450H, 2020-2021 RX350 vehicles covered by this Safety Recall.

Q6: *What if I previously paid for repairs related to this Safety Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Toyota obtain my mailing information?*

A7: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



TOYOTA

Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

IMPORTANT SAFETY RECALL

**Multiple Models and Model Years
Passenger Airbag May Not Deploy
NHTSA Recall No. 23V-865
Toyota Recall No. 23TA15 (Interim 23TB15)**

We are currently preparing the remedy. We will notify you again when the remedy is available.

Dear (customer's First/Last name)

This notice applies to your vehicle:
[VIN]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain Toyota 2020–2021 Avalon, Avalon Hybrid, Corolla, Highlander, Highlander Hybrid, RAV4, RAV4 Hybrid, 2021 Sienna Hybrid, and 2020–2022 Camry, Camry Hybrid vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles have Occupant Classification System (OCS) sensors in the front passenger seat that could have been improperly manufactured, causing a short circuit. This would not allow the airbag system to properly classify the occupant's weight, and **the airbag may not deploy as intended, increasing the risk of injury.**

What Should You Do?

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available.

Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 7:00 p.m., Eastern Time.

What will Toyota do?

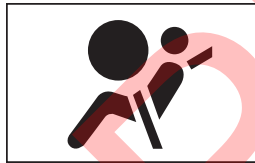
Toyota is currently preparing the remedy for this issue. When the remedy is available, Toyota dealers will inspect the OCS sensors and, if necessary, replace them **FREE OF CHARGE**.

At this time, Toyota estimates the remedy can be available in the third quarter of 2024, but this is subject to change based on parts availability.

This is an important Safety Recall.

Toyota is currently preparing the remedy and will notify you again when the remedy is available.

- If your vehicle's supplemental restraint system (SRS) warning light is illuminated, your vehicle may be experiencing symptoms related to this safety recall. Please bring your vehicle to any authorized Toyota dealer for further diagnosis and refrain from allowing passengers in the front passenger seat until diagnosis is complete. Please note that the SRS warning light may illuminate reasons other than the condition described above.



(Example – SRS Warning Light)

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Brand Engagement Center – TSR, Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc., P O Box 259001 – SSC/CSP Reimbursements, Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/owners>.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA



TOYOTA

Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

RETIRO DE SEGURIDAD URGENTE

Múltiples modelos y Años

Es posible que la bolsa de aire del pasajero no se despliegue

Retiro de Seguridad NHTSA No. 23V-865

Retiro de Seguridad Toyota No. 23TA15 (Notificación Temporal 23TB15)

Actualmente estamos preparando el remedio. Nosotros le notificaremos de nuevo cuando el remedio esté disponible.

Estimado (customer's First/Last name):

Esta notificación aplica a su vehículo:

[VIN]

Se le envía esta notificación de acuerdo con la Acta Nacional de Tráfico y Seguridad de Vehículos Motorizados.

Toyota ha decidido que existe un defecto, que se relaciona con la seguridad de los vehículos de motor en ciertos vehículos Toyota Avalon, Avalon Hybrid, Corolla, Highlander Hybrid, RAV4, RAV4 Hybrid 2020–2021, Sienna Hybrid 2021 y Camry, Camry Hybrid 2020–2022.

Usted recibió esta notificación porque nuestros registros, que se basan principalmente en los datos del estado de registro y de título, indican que usted es el propietario actual.

¿Cuál es la condición?

Los vehículos en cuestión tienen sensores del Sistema de clasificación de ocupantes (OCS, por sus siglas en Inglés) en el asiento del pasajero delantero que podrían haber sido fabricados incorrectamente, provocando un cortocircuito. Esto no permitiría que el sistema de bolsas de aire clasifique adecuadamente el peso del ocupante y es posible que **la bolsa de aire no se despliegue según lo previsto, aumentando el riesgo de lesiones**.

¿Qué Debe Hacer?

Nosotros apreciamos su paciencia mientras preparamos el remedio. Nosotros le notificaremos de nuevo cuando el remedio esté disponible.

Su concesionario Toyota local responderá con gusto todas sus preguntas.

- ✓ Para encontrar un concesionario cerca de usted, visite www.toyota.com/dealers.
- ✓ Si desea más información sobre este y otros Retiros de Seguridad, incluyendo las Preguntas Frecuentes, visite www.toyota.com/recall. Ingrese el Número de Identificación de su Vehículo de 17 dígitos (VIN) indicado arriba para revisar la información específica de su vehículo.
- ✓ Si requiere más asistencia, puede comunicarse con el Centro de Compromiso con la Marca Toyota llamando al 1-888-270-9371, de lunes a viernes, de 8:00 a.m. a 8:00 p.m. y los sábados de 9:00 a.m. a 7:00 p.m., Horario del Este.

¿Qué hará Toyota?

Toyota está en este momento preparando el remedio para este problema. Cuando el remedio esté disponible, los concesionarios Toyota inspeccionarán los sensores OCS y, si es necesario, los reemplazarán, **SIN CARGO**.

En este momento, Toyota estima que el remedio puede estar disponible en el tercer trimestre de 2024, pero esto está sujeto a cambios según la disponibilidad de repuestos.

Este es un Retiro de Seguridad importante.

Toyota actualmente está preparando el remedio y le notificaremos nuevamente cuando el remedio esté disponible.

- Si la luz de advertencia del sistema de protección suplementaria (SRS, por sus siglas en Inglés) de su vehículo está encendida, es posible que su vehículo esté experimentando síntomas relacionados con este retiro de seguridad. Lleve su vehículo a cualquier concesionario Toyota autorizado para realizar un diagnóstico adicional y evite que se sienten pasajeros en el asiento del pasajero delantero hasta que se complete el diagnóstico. Tenga en cuenta que la luz de advertencia del SRS puede iluminarse por motivos distintos a la condición descrita anteriormente.



(Ejemplo – Luz de advertencia del SRS)

¿Qué pasa si anteriormente pagó reparaciones a su vehículo por esta condición específica?

Si anteriormente usted pagó una(s) reparación(es) a su vehículo por esta condición específica antes de recibir esta carta, usted puede ser elegible para el reembolso. Para que se considere su reembolso, envíe una copia de los detalles de su reparación (por ejemplo, una orden de reparación), comprobante de pago e información de propiedad al portal de autoservicio en línea de Toyota. Ingrese en su cuenta de propietarios de Toyota en <https://www.toyota.com/owners/>, haga clic en la pestaña de "Resources" (Recursos), seleccione "Safety Recall and Service Campaigns" (Retiros de Seguridad y Campañas de Servicio) y haga clic en "Submit Reimbursement Request" (Enviar solicitud de reembolso).

Como alternativa, si prefiere enviar esta información por correo postal o por fax para que le consideren el reembolso, utilice el domicilio o número de fax que aparece a continuación:

Toyota Brand Engagement Center – TSR, Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc., P O Box 259001 – SSC/CSP Reimbursements, Plano, Texas 75025-9001
FAX: 310-381-7756

Remítase a la lista de verificación de reembolsos anexa para conocer los detalles de los documentos requeridos.

¿Qué pasa si usted no es el propietario o el operador de este vehículo?

Si usted arrienda el vehículo, la ley federal requiere que todo arrendador de vehículo que reciba esta notificación del Retiro de Seguridad debe enviar una copia del aviso al arrendatario en menos de diez días.

Si conoce al propietario u operador actual, sea tan amable de enviarle esta carta.

Si quisiera actualizar la propiedad de su vehículo o la información de contacto, por favor visite <https://www.toyota.com/owners>.

Si cree que el concesionario o Toyota no ha cumplido o no ha podido remediar el defecto en un plazo razonable o sin cargo, puede enviar una queja al Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, o llamar a la línea directa sin costo de los vehículos al **1-888-327-4236 (TTY: 1-800-424-9153)**, o visite <http://www.safercar.gov>.

Hemos enviado esta notificación con el interés de que usted esté continuamente satisfecho con nuestros productos. Lamentamos sinceramente cualquier inconveniente que este problema le pudo haber ocasionado.

Muchas gracias por conducir un Toyota.

Atentamente,

Toyota Motor Sales, USA